



ADDENDUM #5

RFP-2023-DEHS-01-NEWHE
New Heights Maintenance

On September 17, 2021, the New Hampshire Department of Health and Human Services (DHHS), acting through the Division of Economic and Housing Stability (DEHS), Bureau of Family Assistance (BFA) and in cooperation with the Department of Information Technology (DoIT), published a Request for Proposal to procure maintenance, operations and enhancement services for the DHHS New HEIGHTS and NH EASY Gateway to Services systems.

The Department is publishing this addendum to:

- 1. Delete and replace Section 1, Introduction, Subsection 1.1, Contract Award with the following:**

1.1 Contract Award

As a result of this RFP, the State plans to execute a not to exceed price contract with a vendor to provide services for \$7,500,000 per year or an amount approved by the Governor and Executive Council as part of the DHHS budget.

- 2. Delete and replace Section 1, Introduction, Subsection 1.3, Overview of Project, Subparagraph 3, with the following:**

An overview of New HEIGHTS and NH EASY is provided in Appendix A of this RFP. A more detailed description of the New HEIGHTS and NH EASY Gateway to Services System will be made available upon request, to vendors who submit a Letter of Intent. Scope of services and Proposal Topics and requirements may be found in Appendix C, System Requirements and Deliverables.

- 3. Delete and replace Section 3, Requirements and Deliverables, Subsection 3.3., Deliverables with the following:**

3.3. Change orders may be requested at the State's discretion and will be deliverable-based. More information on change orders can be found in Appendix H-2.6. In addition, the format on pricing proposals for change orders is provided in Appendix F: *Pricing Worksheets*."

- 4. Delete and replace Section 4, Instructions, Subsection 4.2 Proposal Submission, Subparagraph 4.2.6., Letter of Intent, bullet 7 with the following:**

- Certification of Ability to Meet the Mandatory Qualifications



5. Delete and replace Appendix C., System Requirements and Deliverables Subsection C-1.1, Scope of Work with the following:

Requirement Narratives	Page Limit	RFP Section
Section III: Project Management Topics	20	
Topic 1 – Management Judgment and Methodology	2	C-1.1.1
Topic 2 – Project Communication and Coordination	2	C-1.1.2
Topic 3 – Risk Management	4	C-1.1.3
Topic 4 – Resource Management	2	C-1.1.4
Topic 5 – Quality Assurance	2	C-1.1.5
Topic 6 – Service Level Agreements	2	C-1.1.6
Topic 7 – Transition Plan	4	C-1.6
Topic 8 – Work Plan	2	C-1.7
Section IV: Maintenance Activities Topics	41	
Topic 9 – New HEIGHTS	10	C-1.2.1
Topic 10 – NH EASY Gateway to Services	10	C-1.2.2
Topic 11 – Document Imaging	3	C-1.2.3
Topic 12 – New HEIGHTS EBI	3	C-1.2.4
Topic 13 – System Development Life Cycle	4	C-1.2.5
Topic 14 – Time and Resource Estimation	2	C-1.2.6
Topic 15 – Help Desk Support	2	C-1.2.7
Topic 16 – Ad Hoc Reporting	2	C-1.2.8
Topic 17 – Documentation Requirements	2	C-1.2.9
Topic 18 – Testing Requirements	3	G-1
Section V: Operations & Production Support Topics	30	
Topic 19 – Configuration Support	3	C-1.3.1
Topic 20 – On-Line Production Operations-Availability Monitoring & Support	3	C-1.3.2



Topic 21 – Batch Cycles Execution and Monitoring	3	C-1.3.3
Topic 22 – Software Migration	3	C-1.3.4
Topic 23 – LAN Support	3	C-1.3.5
Topic 24 – JIRA Support	3	C-1.3.6
Topic 25 – Application Database Administration and Maintenance	3	C-1.3.7
Topic 26 – Mass Change Support	3	C-1.3.8
Topic 27 – On-Line & Batch Performance Tuning	3	C-1.3.9
Topic 28 – Technology Innovations	3	C-1.4
Section VI: Security	34	
Topic 29 – Security Standards	3	D-1.1
Topic 30 – Access Control	3	D-1.2
Topic 31 – Data and System Security	3	D-1.3
Topic 33 – Awareness and Training	3	D-1.4
Topic 33 – Secure Software Development and Security Testing	3	D-1.5
Topic 34 – Use of Subcontractors	3	D-1.6
Topic 35 – Incident Management	3	D-1.7
Topic 36 – Infrastructure Security	3	D-1.8
Topic 37 – Security and Privacy Attestation	10	D-2
Section VII: Corporate and Staff Qualifications	138*	
Topic 38 – Corporate Overview	3	E-1.1
Topic 39 – Financial Strength	3	E-1.2
Topic 40 – Litigation	2	E-1.3
Topic 41 – Prior Project Descriptions	15 - 5 per project	E-1.4 & E-3
Topic 42 – Subcontractor Information	2 per sub-contractor	E-1.5
Topic 43 – Value Added Services	3	E-1.6
Topic 44 – Staff Counts and Roles	2	E-2.1
Topic 45 – Staff Qualifications	25	E-2.2 & E-4
Topic 46 – Exclusive Right To Represent	36	E-2.4
Topic 47 – Resumes for Key Vendor Staff	30	E-2.5



Topic 48 – Resumes for Non-Key Vendor Staff	18	E-2.6
Topic 49 – Staff Retention and Diversion	1	E-2.7

*The total page count of 138 does not include the 2 pages per Sub-contractor.

6. Delete and replace Appendix E., Vendor Qualifications, Subsection E-4.1, Functionality paragraph with the following:

Functionality – The vendor’s experience across the referenced projects must include the following functional attributes, all of which must have been developed or supported within the last five years by the vendor:

- A minimum of one Integrated eligibility project for a combination at minimum of the following programs:
 - TANF including Work Programs,
 - Medicaid
 - SNAP
 - Long Term Supports and Services
- A minimum of two eligibility and enrollment projects, does not have to include integration of multiple E&E programs as long as they demonstrate where the vendor designed, developed, implemented and maintained integrations between multiple systems to alleviate the users and clients from having to go to multiple systems to access or input data
- Content management including remote/centralized scanning and integrated workflow automation
- Data warehouse business intelligence, including ACF participation reporting
- Web based client portal including client and community provider accounts, application, redetermination and change reporting, and upload of documents
- Interfaces with various systems/entities such as: MMIS, Child Support, Child Welfare, Child Care, Managed Care Organizations, FDSH, etc.

7. Delete and replace Appendix F., Pricing Worksheet Subsection F-1, Pricing Worksheet, Subparagraph 1, with the following:

Using the formats provided in the following tables, vendors must provide the following information. Vendors must list the blended hourly rate of staff and compute each SFY Subtotal as well as a grand total at the bottom. Minimum staff required is 28.